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CVR from UA Flight #93

#20

The cockpit voice recorder (CVR) installed on the aircraft captured the last 31 minutes of audio information on solid state electronic memory. The recorder records 4 distinct channels from the aircraft's audio system. One channel contains audio information from an open cockpit area microphone that is mounted in the center of the cockpit above the windshield. The remaining 3 channels contain aircraft radio information from microphones in the Captain's, Co-pilot's, and cockpit jump seat's head sets.

The majority of the information found on the transcript was heard on the cockpit area microphone channel of the voice recorder (labeled cam- on the transcript).

Every attempt was made to identify the speakers heard on the recording.

Key:

CAM	Cockpit Area Microphone source
RDO	Aircraft Radio Source
HOT	Hot Microphone Source
ATIS	Automatic Terminal Information System
CTR	Cleveland Enroute air traffic Control Center
EX959	Executive Air Flight nine fifty six
1	Voice identified at left seat cockpit
2	Voice identified at right seat cockpit
3	Voice identified as Arabic speaking Male
4	Voice identified as Female native English speaking person.
?	Voice unidentified
UPPER CASE	Shouting
<b>Bold Font</b>	Translated Arabic Text
<i>Italic Font</i>	English Text
[U/I]	Unintelligible Text
()	Questionable text
[]	Translator's notes

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 12-14-2006 BY 60324 AUC/BAW/CPB/YMW

Original 03/01/2002

Major review 12/04/2003

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35-12 001-010

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DATE 12-14-2006 BY 60324 AUC/BAW/CPB/YMW

Time (EDT)	Source	Transcript
09:31:57.9	CAM	Start of recording.
09:31:57.9	CAM-1	<i>Ladies and Gentlemen: Here the captain, please sit down keep remaining seating. We have a bomb onboard. So, sit. [Over head broadcast]</i>
09:32:08.0	CAM	[The sound of plates/glass breaking]
09:32:09.8	CAM-1	<i>Don't move.</i>
09:32:10.9	CAM-1	<i>Shut up.</i>
09:32:13.5	CAM-1	<i>Come on, Come.</i>
09:32:16.1	CAM-1	<i>Shut up!</i>
09:32:17.9	CAM-1	<i>Don't move!</i>
09:32:18.0	CAM-1	<i>Stop!</i>
09:32:21.0	CAM-	[The sound of a seat moving]
09:32:34.5	CAM-1	<i>Sit, sit, sit down!</i>
09:32:39.8	CAM-?	<i>Sit down!</i>
09:32:41.9	CAM-?	[U/I] <b>the brother.</b> ... الأخ
09:32:42.1	CAM-	[The sound of cabin call chime]
09:32:44.0	CAM-	[The sound of seat belt]
09:33:54.9	CAM-2	<i>Stop!</i>
09:33:05.2	CAM-	[The sound of 4 switches click]
09:33:09.4	CAM-1	<i>No more. [The sound of loud click] Sit down!</i>
09:33:10.5	CAM-1	<b>That's it, that's it, that's it,</b> خلاص, خلاص, خلاص, <i>down, down!</i>
09:33:14.4	CAM-1	<b>SHUT UP!</b>
09:33:15.4	CAM-	[The sound of cabin call chime]
09:33:20.0	CAM-	[Start of radio channels 1, 2, 3]
09:33:20.7	CAM-2	[U/I] [Unintelligible English phrase]
09:33:20.0	CTR	<i>We just Ah, we didn't get it clear... Is that United Ninety Three calling?</i>
09:33:30.9	CAM-?	<b>Jassim</b> [Probably an Arabic first name] جاسم!
09:33:32.0	CAM	[The sound of 3 clicks]
09:33:34.6	CAM-1	<b>In the name of Allah, the Most Merciful, the Most Compassionate.</b> باسم الله الرحمن الرحيم.
09:33:41.8	CAM-1	[U/I] [Unintelligible Arabic question, asked by a male]
09:33:43.2	CAM-2	<i>Finish, no more. NO MORE!</i>
09:33:44.9	CAM-2	<i>Stop, stop, stop, STOP!</i>
09:33:49.8	CAM-1	<i>No! No, no, no, NO!</i>
09:33:53.1	CAM-1	<i>No, no, no, NO!</i>
09:34:00.1	CAM-1	<i>Down! Go ahead, lie down. Lie down! Down, down, DOWN!</i>
09:34:06.2	CAM-2	<b>There is someone... Huh?</b> فيه واحد ... هاه؟
09:34:12.4	CAM-1	<i>Down, down, down! Sit down! Come on, sit down, sit! Sit down! Sit down!</i>

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09:34:14.2	CAM-1	[The sound of auto-pilot disconnect warning starts]
09:34:16.0	CAM-1	<i>Down, down, DOWN!</i>
09:34:21.6	CAM-1	<i>Down.</i>
09:34:25.5	CAM-1	<i>No more.</i>
09:34:26.6	CAM-1	<i>No more. Down!</i>
09:34:27.4	HOT/CAM-4	<i>Please, please, please...</i>
09:34:28.5	CAM-1	<i>Down!</i>
09:34:29.0	HOT/CAM-4	<i>Please, please, don't hurt me...</i>
09:34:30.1	CAM-1	<i>Down! No more.</i>
09:34:31.0	HOT/CAM-4	<i>Oh God!</i>
09:34:32.2	CAM-1	<i>Down, down, down!</i>
09:34:33.4	CAM-1	<i>Sit down!</i>
09:34:34.1	CAM-2	<i>Shut up!</i>
09:34:38.5	CAM	[The Sound of auto-pilot disconnect warning stops]
09:34:42.4	CAM-1	<i>No more.</i>
09:34:46.6	CAM-2	<b>This?</b> <span style="float: right;">أهي؟</span>
09:34:47.0	CAM-1	<i>Yes.</i>
09:34:47.9	CAM-2	[U/I] [Unintelligible Arabic phrase]
09:34:51.8	CAM	[The sound of a distinctive knock on the door]
09:34:57.3	CAM-1	<b>One moment, one moment.</b> <span style="float: right;">لحظة, لحظة شوي.</span>
09:34:59.1	CAM-2	[U/I] [Unintelligible Arabic phrase]
09:35:03.4	CAM-1	<i>No more.</i>
09:35:06.5	CAM-1	<i>Down, down, down!</i>
09:35:09.5	CAM-1	<i>No, no, no, no, no, no.</i>
09:35:15.2	CAM-1	[U/I] <i>Sit down, sit down, sit down!</i>
09:35:17.6	CAM-1	<i>DOWN!</i>
09:35:18.1	CAM-2	<b>What's this?</b> <span style="float: right;">إيه ده؟</span>
09:35:19.5	CAM-1	<i>Sit Down! Sit down! You know, sit down!</i>
09:35:24.9	HOT-4	<i>Are you talking to me?</i>
09:35:30.7	HOT/CAM-1	<i>Down, down, down, DOWN!</i>
09:35:32.3	HOT/CAM-1	<i>No, no, no.</i>
09:35:34.1	HOT/CAM-1	<i>Down, down!</i>
09:35:35.0	HOT/CAM-1	<i>No, no. Down in the airport.</i>
09:35:39.9	HOT/CAM-1	<i>Down, DOWN!</i>
09:35:40.6	HOT-4	<i>I don't want to die. [A native English speaking female]</i>
09:35:41.9	HOT/CAM-1	<i>No, no. Down, DOWN!</i>
09:35:42.8	HOT-4	<i>I don't want to die. I don't want to die. [A native English speaking female]</i>
09:35:44.2	CAM-1	<i>No, no. Down, down, down, down, down, down.</i>
09:35:47.2	HOT-4	<i>No, no, please.</i>
09:35:52.1	CAM	[The sound of a snap]
09:35:56.2	CAM-4	[The sound of a female crying]
09:35:57.9	CAM-1	<i>No.</i>

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09:36:01.7	CAM-4	[The sound of a female crying. And a struggle that lasted for few seconds]
09:36:23.1	CAM	[The sound of a struggle with a female]
09:37:06.0	CAM-1	<b>That's it. Go back. Back.</b> خلاص, ارجع, back.
09:37:06.4	CAM-1	<b>That's it! خلاص! Sit down!</b>
09:37:13.8	CAM	[The sound of numerous clicks]
09:37:24	CTR	[Attempt by the control center to contact the plane]
09:37:36.0	CAM-2	<b>Everything is fine. I finished.</b> كله تمام. تمام.
09:37:40.7	CAM	[U/I] [Continuous background Arabic conversations. Far away. Hard to hear]
09:37:53.6	CAM	[The sound of probably plates/glass rattling]
09:37:55	CTR	[Attempt by the control center to contact the plane]
09:37:59.0	CAM	[U/I] [Continuous background Arabic conversations. Far away. Hard to hear]
09:38:36.3	CAM-1	[The sound of a knock on the cabin door]
09:38:36.3	CAM-2	<b>Yes.</b> أه.
09:38:50.6	CAM-?	[U/I] [Unintelligible Arabic conversation]
09:39:09.0	CAM	[The sound of a metallic ring]
09:39:11.5	CAM-1	<i>Ah! Here's the captain; I would like you all to remain seated. We have a bomb aboard, and we are going back to the airport, and we have our demands. So, please remain quiet. [Over head broadcast]</i>
09:39:20.6	CAM-?	[U/I] [Unintelligible Arabic question]
09:39:21.3	CTR	<i>Okay. That's United ninety three calling?</i>
09:39:24	CAM-1	<b>One moment.</b> لحظة.
09:39:34.6	CTR	<i>United ninety three. I understand you have a bomb onboard. Go ahead.</i>
09:39:42.3	EX956	<i>And center exec jet nine fifty six. That was the transmission.</i>
09:39:47.7	CTR	<i>Okay. Ah! Who called Cleveland?</i>
09:39:52.8	CTR	<i>Executive jet nine fifty six, did you understand that transmission?</i>
09:39:56.1	EX956	<i>Affirmative. He said that there was a bomb onboard.</i>
09:39:58.8	CAM	[The sound of numerous clicking/snapping sounds]
09:39:58.8	CTR	<i>That was all that you got out of it also?</i>
09:40:01.2	EX956	<i>Affirmative.</i>
09:40:03.3	CTR	<i>Roger.</i>
09:40:03.5	CTR	<i>United ninety three. Go ahead.</i>
09:40:06.2	CAM	[The sound of a loud snap]
09:40:14.1	CTR	<i>United ninety three. Go ahead.</i>
09:40:17.7	CAM-?	<i>Ahhh! [From a distance, a male shout]</i>
09:40:52.6	CAM-1/?	<b>This green knob?</b> الزرار الأخضر. هذا؟
09:40:54.4	CAM-2/?	<b>Yes, that's the one.</b> أه. هو هذا.
09:41:05.0	CTR	<i>United ninety three, do you hear the Cleveland center?</i>



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09:41:11.31	HOT-2	[The sound of a microphone being removed]
09:41:14.8	CAM-?	<b>One moment. One moment.</b> لحظة. لحظة.
09:41:15.9	CAM-?	[U/I] [Unintelligible Arabic phrase]
09:41:20.7	RDO	[Cycling through the VHF radio frequency selector. Activating various frequencies]
09:41:21.3	CAM	[The sound of cabin chime]
09:41:33.0	RDO	[Warren county ATIS is being received on radio 1 starts]
09:41:32.9	CAM	[The sound of numerous snaps and clicks]
09:41:38.0	CAM	[The sound of cabin call chime]
09:41:56.4	CAM-?	<i>Oh man!</i> [A low pitch native English speaking male]
09:42:52.3	CAM	[The sound of numerous snaps]
09:43:57.1	CAM	[ATIS stops on co-pilot's number 2 radio channel, and cockpit crew speaker]
09:44:18.3	CAM-?...	<b>This does not work now.</b> هذا مو بيشغل ها الحين.
09:44:26.3	CAM	[The sound of a click]
09:44:37.4	CAM	[The sound of auto-pilot disconnect warning starts]
09:45:13.4	CAM-1	<i>Turn it off.</i>
09:45:16.7	CAM-1	[U/I] ... <b>Seven thousand...</b> ... سبعة آلاف ...
09:45:19.8	CAM-?	<b>How about we let them in? We let the guys in, now.</b> ما تيجي ندخلهم؟ ندخل الشباب ها الحين.
09:45:23.2	CAM-?	<b>Okay</b> ماشي.
09:45:24.0	CAM-?	<b>Should we let the guys in?</b> ندخل الشباب؟
09:45:25.9	CAM-1	<b>Inform them, and tell him to talk to the pilot. Bring the pilot back.</b> بلغهم، وخليه يكلم الطيار. يرجع الطيار.
09:45:42.1	CAM	[The sound of auto-pilot disconnect warning stops]
09:45:42.3	CAM	[The sound of four alert tones]
09:45:51.1	RDO-1	[ATIS transmission stopped on captains radio channels]
09:45:54.0	CAM	[A male shouting in the background. Far away]
09:45:57.5	CAM-1	<b>In the name of Allah. In the name of Allah. I bear witness that there is no other God, but Allah.</b> باسم الله، باسم الله. أشهد أن لا إله إلا الله. [A native Arabic speaking male whispering the Shahadah]
09:46:03.2	CAM	[The sound of four alert tones]
09:46:20.5	CAM	[The sound of 2 knocks on the door]
09:46:23.1	CAM	[The sound of the door opening]
09:46:37.3	CAM	[The sound of auto-pilot disconnect warning starts]
09:46:39.2	CAM	[The sound of a click]
09:46:44.5	CAM	[The sound of auto-pilot disconnect warning stops]
09:47:31.2	CAM-?	[U/I] [Unintelligible Arabic question]
09:47:34.2	CAM-2	<b>Allah knows.</b> الله أعلم.
09:48:15.4	CAM-?	[U/I] [Unintelligible background words]
09:48:18.4	CAM	[The sound of distinctive knocks on the door]

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09:48:21.0	CAM	[The sound of the door opening]
09:48:38.1	CAM-1	<i>Set course.</i>
09:48:39.4	CAM	[The sound of 5 quick thumps]
09:48:57.2	RDO-1	[Warren tower ATIS starts]
09:49:35.5	CAM-?	[U/I] [Unintelligible phrase]
09:49:55.5	CAM	[The sound of papers being shuffled, or movements]
09:50:37.4	RDO-1	[ATIS stops on the captain's radio]
09:50:44.5	CAM	[The sound of 3 coughs]
09:51:27.5	CAM	[U/I] [Unintelligible phrase]
09:51:35.9	CAM-1	[U/I] [Unintelligible phrase]
09:51:44.9	RDO-1	[ATIS starts on the captain's radio channel Whiskey]
09:52:02.1	CAM-1	[U/I] [Unintelligible phrase]
09:52:31.1	CAM-1	[U/I] [Unintelligible phrase]
09:52:39.9	RDO-1	[ATIS stops]
09:52:40.6	CAM-1	[U/I] [A whisper]
09:53:20.9	CAM-2	<b>The best thing: The guys will go in, [you] lift up the [U/I], and they put the ax into it. So, everyone will be scared.</b> أحسن شيء, بتدخلوا الشباب, وترفع ال... ويدخلوا البليطة فيها. علشان الواحد يخاف.
09:53:26.3	CAM-1	<b>Yes.</b> أيوة.
09:53:25.3	CAM-2	<b>The ax.</b> البليطة.
09:53:28.0	CAM-?	[U/I]? الأبح...؟
09:53:29.7	CAM-1	<b>No, not the [U/I]</b> لا, مش الأبح...
09:53:30.0	CAM	[The sound of a cough]
09:53:35.3	CAM-2	<b>Let him look through the window. Let him look through the window.</b> طب, خليه يتطلع من الشباك. خليه يتطلع من الشباك.
09:53:52.5	CAM-?	[U/I] [Unintelligible phrase]
09:54:07.4	HOT-?	[U/I] [Unintelligible phrase]
09:54:07.8	CAM-?	[The sound of 3 knocks on the door]
09:54:09	CAM-?	<b>Open.</b> افتح.
09:54:11	CAM	[U/I] [Unintelligible dialog]
09:54:16.8	CAM	[The sound of a door closing/opening]
09:54:55	CAM	[A cough]
09:55:06	CAM-1	<i>You are... One...</i>
09:55:53	CAM	[The sound of a door closing/opening]
09:56:15.6	CAM-?	[U/I] [Unintelligible phrase]
09:56:20.3	CAM	[The sound of a loud snap, and unintelligible phrase]
09:56:48.5	CAM	[The sound of 2 coughs]
09:57:16.8	CAM	[The sound of a snap]
09:57:42.0	CAM	[The sound of papers being shuffled, or movements]
09:57:55.0	CAM-?	<b>Is there something?</b> فيه شيء؟

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09:57:57.9	CAM-1	<b>A fight?</b> عراك؟
09:57:59.0	CAM-2	<b>Yeah?</b> آه؟
09:58:02.1	CAM	[The sound of a light knock on the door]
09:58:15.8	CAM	[The sound of opening]
09:58:20.3	CAM	[The sound of a male scream from a distance, and fighting in the background]
09:58:21.8	CAM	[The sound of a male screaming from a distance]
09:58:32.9	CAM-?	[U/I] [Unintelligible phrase. Far away. Hard to hear]
09:58:33.3	CAM-1	<b>Let's go guys! Allah is Greatest. Allah is Greatest. Oh guys! Allah is Greatest.</b> يلاه يا شباب! الله أكبر، الله أكبر. يا شباب! الله أكبر.
09:58:41.1	CAM-?	<i>Ugh!</i> [The sound of a fight/struggle]
09:58:43.9	CAM-?	<i>Ugh!</i> [The sound of a fight/struggle]
09:58:44.3	CAM-1	<b>Oh Allah! Oh Allah! Oh the most Gracious!</b> يا الله! يا الله! يا كريم!
09:58:47.9	CAM-?	<i>Ugh! Ugh!</i> [The sound of a fight/struggle]
09:58:52.8	CAM-?	<i>STAY BACK!</i>
09:58:55.2	CAM-?	<i>In the cockpit.</i> [A native English speaking male]
09:58:57.3	CAM-?	<i>In the cockpit.</i> [A native English speaking male]
09:58:57.6	CAM-1	<b>They want to get in there. Hold [The door], hold from the inside. Hold from the inside. Hold.</b> عازمين يدخلوا لهنالك. إمسك، إمسك من الداخل. إمسك من الداخل. إمسك.
09:59:04.3	CAM-?	[U/I] <i>hold the door.</i> [Multiple native English speaking voices]
09:59:09.3	CAM-?	<i>Stop him.</i> [A native English speaking male]
09:59:11.5	CAM-3	<i>Sit down!</i>
09:59:13.5	CAM-3	<i>Sit down!</i>
09:59:15.0	CAM-3	<i>Sit down!</i>
09:59:16.7	CAM-?	[U/I] [Unintelligible Arabic phrase]
09:59:17.5	CAM-1	<b>What?</b> إيش؟
09:59:18.8	CAM-1	<b>There are some guys. All those guys.</b> فيه شباب. كله هالشباب.
09:59:20.5	CAM-?	<i>Let's get them.</i> [A native English speaking male]
09:59:25.7	CAM-?	<i>Sit down!</i>
09:59:27.2	CAM	[The sound of a fight in the background]
09:59:29.1	CAM-1	<b>What?</b> إيش لون؟
09:59:30.9	CAM-2	<b>What!</b> إيش لون!
09:59:36.7	CAM-2	[U/I] [Unintelligible Arabic phrase]
09:59:37.9	CAM-1	<b>What?</b> إيش؟
09:59:39.1	CAM-2	[U/I] [Unintelligible Arabic phrase]
09:59:41.3	CAM-1	[U/I] [Unintelligible Arabic phrase]
09:59:42.5	CAM-2	<b>Trust in Allah, and in him.</b> توكل على الله، و عليه.
09:59:45.0	CAM-	<i>Sit down.</i> [From a distance]



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09:59:46.9	CAM	[The sound of a loud metal to metal snap]
09:59:47.8	CAM-2	[U/I] [Unintelligible Arabic phrase]
09:59:50.6	CAM	[The sound of a loud metal to metal snap]
09:59:53.8	CAM-?	Ah! [Shouted by an Arabic speaking male]
09:59:54.0	CAM	[The sound of a loud thump]
09:59:55.1	CAM-?	Ah! [Shouted with force, by an Arabic speaking male]
09:59:55.5	CAM	[The start of crash sounds mixed with glass/plate]
09:59:57.2	CAM	[End of crash sounds]
09:59:57.8	CAM	[The sound of 3 alert tones]
09:59:58.2	CAM	[The start of series of very loud crashes]
09:59:58.6	CAM-?	Ah! [Shouted with force, by an Arabic speaking male]
10:00:00.6	CAM	[End of crash sounds]
10:00:06.4	CAM-?	There is nothing. ما فيه شيء.
10:00:07.6	CAM-1	Is that it? Shall we finish it off? خلاص! نقضي عليها؟
10:00:08.7	CAM-?	No. Not yet. لا، لسة.
10:00:09.6	CAM-2	When they all come, we finish it off! كل حد بييجي، ونقضي عليها.
10:00:11.4	CAM-1	There is nothing. ما فيه شيء.
10:00:13.0	CAM-2	[U/I] [Unintelligible Arabic phrase]
10:00:14.0	CAM-?	Ah! [It was shouted by a native English speaking male]
10:00:15.4	CAM-?	I'm injured. [It was said by a native English speaking male]
10:00:16.4	CAM-?	[U/I] [Unintelligible Arabic phrase]
10:00:17.1	CAM	[The sound of a loud metal to metal snap]
10:00:21.1	CAM-?	Ah! [A faint, distant shout]
10:00:22.2	CAM-1	Oh Allah! Oh Allah! Oh Gracious! يا الله! يا الله! يا كريم!
10:00:25.7	CAM-?	In the cockpit. If we don't, we'll die! [Shouted by a native English speaking male]
10:00:29.5	CAM-1	Up, down. Up, down, in the cockpit. فوق، تحت. فوق، تحت، في ال...
10:00:30.2	CAM	[The sound of auto-pilot disconnect warning starts, and continuous until the end of the recording]
10:00:33.0	CAM-1	The Cockpit. ال...
10:00:37.3	CAM-1	Up, down. Saeed, up, down! ! [Arabic first name. See picture.] فوق، تحت. فوق، تحت، ياسيد!
10:00:42.1	CAM-?	Roll it! [Command shouted, in the distance, by a native English speaking male]
10:00:46.7	CAM	[The sound of the first of two loud plates/glass crashes]
10:00:47.9	CAM	[The sound of the second of two loud plates/glass crashes]
10:00:55.0	CAM-?	[U/I] [Unintelligible Arabic phrase]



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10:00:57.7	HOT-2	[The sound of a microphone being moved]
10:00:59.5	CAM-1	Allah is the Greatest! Allah is the Greatest! الله أكبر! الله أكبر!
10:01:01.4	CAM-2	[U/I] [Unintelligible Arabic phrase]
10:01:06.9	CAM	[The sound a metallic click]
10:01:08.4	CAM-1	Is that it? I mean, shall we pull it down? خلاص؟ ننزلها يعني؟
10:01:09.8	CAM-2	Yes, put it in it, and pull it down. دخلها فيها, ونزلها.
10:01:11.2	CAM-1	[U/I] engine [U/I]
10:01:12.1	CAM-?	[U/I] Saeed! [Arabic Name. See picture.] ... ياسيد!
10:01:16.9	CAM-1	Cut off the oxygen! إقطع الأوكسجين!
10:01:18.7	CAM-1	Cut off the oxygen! Cut off the oxygen! Cut off the oxygen! إقطع الأوكسجين! إقطع الأوكسجين! إقطع الأوكسجين!
10:01:23.8	CAM	[The sound of a loud metallic click]
10:01:34.1	CAM-?	[U/I] [Unintelligible Arabic phrase]
10:01:37.2	CAM-2	[U/I] [Unintelligible Arabic phrase]
10:01:39.6	CAM	[The sound of 2 metallic snaps]
10:01:41.1	CAM-1	Up, down. Up, down. فوق, تحت. فوق, تحت.
10:01:41.5	CAM-2	What? إيش لون؟
10:01:42.0	CAM-1	Up, down. فوق, تحت.
10:01:42.1	CAM-?	Ah! [In the background]
10:01:44.5	CAM	[The sound of the first of two loud crashes]
10:01:45.9	CAM	[The sound of the second of two loud crashes]
10:01:49.3	CAM	[The sound of two snaps]
10:01:51.3	CAM-?	[The sound of a loud grunt]
10:01:52.4	CAM-?	[The sound of a loud grunt]
10:01:53.1	CAM-?	[The sound of a loud grunt]
10:01:53.7	CAM-?	Ah! [A loud shout by a male from a distance]
10:01:55.3	CAM-?	Ah! [A loud shout by a native English speaking male]
10:01:58.1	CAM	[A loud crash that lasted for 2.16 seconds]
10:01:59.8	CAM-?	[U/I] Shut them off!
10:02:03.5	CAM-1	Shut them off!
10:02:06.5	CAM	[the start of numerous metallic clicks]
10:02:12.9	CAM	[The end of the clicks]
10:02:14.1	CAM-1	Go!
10:02:14.9	CAM-1	Go!
10:02:15.7	CAM-?	MOVE!
10:02:16.6	CAM-?	MOVE!
10:02:17.3	CAM-?	Turn it up! [A very loud shout, by a native English speaking male]
10:02:18.7	CAM-1	Down, down. تحت, تحت.
10:02:20.6	CAM	[The sound of 5 loud clicks]
10:02:23.0	CAM-?	Pull it down! Pull it down! DOWN! نزلها! نزلها!

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CVR from UA Flight #93

10:02:25.7	CAM-?	<i>Down. Push, push, push, push. [U/I] push.</i>
10:02:32.1	CAM	[The sound of 4 alert tones]
10:02:33.2	CAM-2	<b>Hey! Hey! Give it to me. Give it to me.</b> واي! واي! هات, هات.
10:02:35.0	CAM-2	<b>Give it to me. Give it to me. Give it to me.</b> هات, هات, هات.
10:02:37.4	CAM-2	<b>Give it to me. Give it to me. Give it to me.</b> هات, هات, هات.
10:02:42.7	CAM	[The sound of a grunt]
10:02:43.1	CAM	[The sound of a loud air noise starts]
10:02:52.2	CAM	[The sound of a loud air noise stops]
10:02:53.4	CAM	[The sound of a loud air noise starts]
10:02:58.5	CAM	[The sound of a grunt]
10:03:02.7	CAM-3	<b>Allah is the Greatest!</b> الله اكبر!
10:03:03	CAM-3	<b>Allah is the Greatest!</b> الله اكبر!
10:03:04	CAM-3	<b>Allah is the Greatest!</b> الله اكبر!
10:03:05.5	CAM	[The sound of 4 alert tones]
10:03:06.0	CAM-3	<b>Allah is the Greatest!</b> الله اكبر!
10:03:06.7	CAM-3	<b>Allah is the Greatest!</b> الله اكبر!
10:03:07.2	CAM-?	[The sound of a struggle, and a native English speaking man shouting loudly] <b>NO!!!</b>
10:03:09.0	HOT-2	[The sound of a microphone that continued until the end of the recording]
10:03:09.1	CAM-3	<b>Allah is the Greatest! Allah is the Greatest!</b> [A whisper] الله اكبر! الله اكبر!
10:03:09.2	CAM	[The sound of a loud air noise stops, and screams]
10:03:09.3	CAM-3	<b>Allah is the Greatest! Allah is the Greatest!</b> [A whisper] الله اكبر! الله اكبر!
10:03:10	CAM	[Silence]
10:03:10.9	CAM	[End of recording]

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

At approximately 6:45 p.m. on September 11, 2001, the writer was telephonically contacted [REDACTED]

[REDACTED] advised that her [REDACTED] LINDA GRONLUND, was aboard UNITED AIRLINES Flight 93 which crashed this morning outside of Pittsburgh, Pennsylvania. She further advised that she had received a message from her [REDACTED] aboard the hijacked flight. [REDACTED] advised that this message was on a cassette tape and that she would make it available to the FEDERAL BUREAU OF INVESTIGATION (FBI).

At approximately 7:30 p.m., the writer interviewed [REDACTED] in reference to this matter and received the cassette tape recording from her answering machine. This tape was then transported by the writer directly to the FBI Office in Boston, Massachusetts, and turned it over to Assistant Special Agent in Charge (ASAC) JAMES D. BURKETT at approximately 9:20 p.m.

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DATE 12-14-2006 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/11/2001 at Amherst, New Hampshire

File # 265D-NY-280350

Date dictated 09/12/2001

by SA [REDACTED] lms

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## FEDERAL BUREAU OF INVESTIGATION

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Date of transcription 09/12/2001

[redacted]  
[redacted]  
[redacted] was interviewed at his [redacted]  
residence. Present during the interview was his wife, [redacted]  
white female, of the same addresses, and New York State Police (NYSP)  
[redacted] was apprised of the identities of  
the interviewers, the nature of the interview, and he provided the  
following information:

On 9/11/2001, sometime after 9:30a.m., while in his [redacted]  
[redacted] residence, [redacted] was put on the telephone with [redacted]  
Jeremy Logan Glick, who had been talking to [redacted]  
[redacted] Jeremy had been talking [redacted] as Jeremy was flying in an  
airplane that [redacted] had been hijacked. Jeremy had just told  
[redacted] other airplane passengers were going to  
attempt to overtake the three hijackers, who were in the cockpit of the  
airplane. When [redacted] got the telephone [redacted] he only heard  
silence on the telephone, then three, four, or five minutes went by,  
and there were high pitched screaming noises coming over the telephone,  
that sounded like they were coming from a distance from the airplane  
telephone. [redacted] described the noises as sounding similar to the  
screams coming from individuals riding a roller coaster. There was  
then several minutes of silence on the telephone. Then [redacted] heard a  
series of high pitched screaming sounds again, followed by a noise  
which he described as "wind sounds." The "wind sounds" were followed  
by noises that sounded as though the airplane telephone was hitting a  
hard surface several times or banging around. Then there was silence  
on the telephone. During the screaming and other sounds that [redacted]  
heard, a telephone operator from Horizon broke into the telephone call  
and relayed the information to police officials. [redacted] was sure that  
the operator was from Horizon, not Verizon, and that there was a tape  
recording of the conversation. [redacted] and the telephone operator  
stayed on the telephone for approximately 1 1/2 hours, until  
approximately 10:45a.m., but never heard any further noises on the  
telephone. The telephone call was then terminated.

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Investigation on 9/12/2001 at Jewett, NY

File # 265D-NY-280350

Date dictated 9/12/2001

SA [redacted]:dgm  
by SA [redacted]

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## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

Lyzbeth Glick, white female, [redacted]  
[redacted] was interviewed  
at the summer residence [redacted]  
[redacted] Present  
during the interview were New York State Police Investigator [redacted]  
[redacted] After  
being advised of the identity of the interviewing agents and the nature  
of the interview, Lyzbeth Glick provided the following information:

On 09/11/2001, at approximately 9:30 a.m., a telephone call  
was received by Lyzbeth [redacted]  
residence, telephone [redacted] from Lyzbeth's husband, Jeremy  
Logan Glick, male, born 09/03/1970, from a telephone on-board United  
Airlines Flight #93. Jeremy was supposed to have traveled on  
09/10/2001; however, a fire at the Newark airport delayed his flight by  
a day. Jeremy left his residence in Hewitt, NJ, on 09/11/2001 for  
Newark International Airport to board Flight #93 en route, non-stop, to  
San Francisco, CA. Jeremy was presumably carrying only a small,  
wheeled, carry-on suitcase and a laptop computer on the flight. Jeremy  
was employed as a sales manager by Vividence, Inc., of San Mateo, CA,  
(415) 305-6170, was en route to San Francisco for a meeting and was  
scheduled to return on 09/12/2001.

During the call, Jeremy initially spoke [redacted]  
[redacted] and immediately asked to speak to his wife, Lyzbeth.  
After giving the telephone to Lyzbeth, [redacted] contacted "911"  
via her cellular telephone [redacted] Jeremy first told Lyzbeth  
that he loved her and then said that Flight #93 had been hijacked by  
three "Iranian-looking" males, with dark skin and bandanas (ethnic type  
as opposed to hippie type) on their heads. One of the males stated  
that he was in possession of a bomb in a red box and one was armed with  
a knife. Jeremy advised that the plane was approximately one hour out  
of Newark and that they were over land, although it felt as if they  
were circling instead of flying straight towards California. Jeremy  
advised Lyzbeth that the hijackers had herded the passengers into the  
rear of the plane and told them that if they did not crash into the  
World Trade Center, that they were going to blow-up the plane. One of  
the hijackers then told the passengers to call their loved ones. The  
three hijackers then entered the cockpit of the plane. Jeremy advised

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Investigation on 09/12/2001 at Jewett, NY

File # 265D-NY-280350

Date dictated 09/12/2001

SA [redacted]  
by SA [redacted]: geh

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Continuation of FD-302 of Lyzbeth Glick, On 09/12/2001, Page 2

that he was unsure if the hijackers were going to crash or blow-up the plane.

The entire call lasted approximately fifteen to twenty minutes. Lyzbeth could not hear any unusual sounds in the background of the call and the connection was extremely clear, "as if he was calling from the next room." Jeremy was extremely calm, but sounded very concerned and confused. Jeremy advised that the Captain had not made any announcements and that the people were scared because they did not know what was happening.

Jeremy advised Lyzbeth that other passengers had contacted their wives and husbands and asked if it were true that people were crashing planes into the World Trade Center. Lyzbeth and her parents had been watching news coverage of the events on the television and were aware that at least one plane had crashed into the World Trade Center, but neither of the Towers had fallen at the time of Jeremy's call. Jeremy advised Lyzbeth that he and four other male passengers were contemplating "rushing" the hijackers and asked Lyzbeth if that was okay with her. Lyzbeth told Jeremy that she did not know if that was okay and asked Jeremy if any of the hijackers had guns, to which Jeremy replied they did not.

In a joking manner, as if ease Lyzbeth's concern, Jeremy advised that he and approximately four other male passengers were "going to get the butter knives." Jeremy then, seriously, told Lyzbeth that he and the other males were organizing to "rush" the hijackers. Jeremy told Lyzbeth that he loved her and asked her not to hang-up the telephone.

Lyzbeth remained on the phone for a few minutes then handed the telephone to [REDACTED]



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## FEDERAL BUREAU OF INVESTIGATION

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DATE 12-14-2006 BY 60324 AUC/EAW/CPB/YMW

Date of transcription 09/30/2001

[redacted]  
[redacted]  
[redacted] interviewed telephonically [redacted] After being advised of the identity of the interviewing agent, and the nature of the interview, she provided the following information:

[redacted] provided the following personal information about [redacted]  
[redacted] LINDA GRONLUND:

Name:	LINDA GRONLUND
DOB:	09/13/1954
SSN:	084-44-5155
Address:	38 Indian Trail, N. Greenwood Lake, NY
Telephone:	(845) 477-2646
POB:	Roslyn, New York
Employer:	BMW North America 1 BMW Plaza Montvale, NJ 07645
Job Title:	Manager, Environmental Engineering
Scars:	several scars on one hand from a bicycle accident
Identifying Info:	Sometimes wore an Allergy alert necklace

[redacted] stated GRONLUND and JOSEPH DELUCA were on United Airlines Flight 93 to San Francisco because they were going to the wine country for a vacation. GRONLUND and DELUCA were dating. [redacted]  
[redacted] GRONLUND paid for her ticket and DELUCA's ticket via a credit card, but she was not sure. [redacted] GRONLUND had paid for both tickets because the ticket receipt had both their names on it.

[redacted] had spoken with Federal Bureau of Investigation (FBI) Agent [redacted] from the Boston Office on the day of the crash. Agent [redacted] had come to [redacted] house and taken the cassette tape from her answering machine because GRONLUND had left

Investigation on 9/14/01 at Greenwood Lake (telephonically)

File # 265A-NY-280350

Date dictated

by SA [redacted]

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Continuation of FD-302 of [REDACTED], On 9/14/01, Page 2

a message at either 9:51 or 9:54 that the plane she was on was being hijacked. [REDACTED] the message GRONLUND left said that she was on United flight 93 and it had been hijacked by terrorists who said they had a bomb. GRONLUND had stated that the terrorist had already attacked the World Trade Center (WTC) and they threatened to do the same type of bombing attack. [REDACTED] she did not know how GRONLUND knew WTC had been attacked.

[REDACTED] did not know if GRONLUND took her personal vehicle or company vehicle to the airport. [REDACTED] was trying to find out through GRONLUND's friends.

[REDACTED] the last time she spoke to GRONLUND was at 8:00 am on 9/11/01. GRONLUND had called to provide flight information and say hello. [REDACTED] she spoke to [REDACTED] JOSEPH DELUCA on 9/13/01 about [REDACTED] can be reached [REDACTED] She lives in [REDACTED]

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## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/19/2001

[redacted]  
[redacted] MARK KENDALL BINGHAM, DOB May 22, 1970, was interviewed at Seven Springs Mountain Resort in Champion, Pennsylvania (PA). [redacted] and her family were there to attend memorial services for victims of United Flight 93, which crashed in PA on September 11, 2001. [redacted] MARK BINGHAM, was a passenger on board that flight. After being advised of the identity of the interviewing Agent and the nature of the interview, [redacted] furnished the following information:

[redacted] is currently a [redacted] United Airlines. Her home address is [redacted]. [redacted] has been living at the home of her brother [redacted] since March 2001, to help him and his wife [redacted] with the care of their young children (twins and triplets). [redacted]

On Tuesday, September 11, 2001, MARK BINGHAM called the [redacted] was resting at the time in the bedroom, where the telephone had been turned off. [redacted] a family friend who had been there overnight helping with the children, answered the phone in the kitchen. The phone rang maybe five times before [redacted] picked it up because she thought one of the other family members would answer it. When [redacted] picked up the phone, the line was dead, so she hung up. A moment later, the phone rang again. [redacted] again answered the phone and heard a male voice (later determined to be MARK BINGHAM) say, "Get [redacted] quickly!" [redacted] asked the caller, "Is this [redacted] The caller responded, "No. Get [redacted] quickly." No other information was provided to [redacted]

[redacted] then heard [redacted] proceed down the hallway to get [redacted] [redacted] then heard [redacted] talking on the phone. She heard [redacted] say, "We love you too Mark. Let me get [redacted]"

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Investigation on 09/17/01 at Champion, PA

File # 265D-NY-280350-302

Date dictated 09/18/01

by SA [redacted] dld

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[REDACTED] then alerted [REDACTED]. She said, [REDACTED] come talk to Mark. He's been hijacked," or words to that effect.

When [REDACTED] got on the phone, [REDACTED] said, [REDACTED] this is MARK BINGHAM" (he stated both his first and last names) followed by, "I want to let you know I love you. I love you all." [REDACTED] told [REDACTED] that she loved him too.

BINGHAM then said, "I'm on a flight from Newark to San Francisco and there are three guys who have taken over the plane, and they say they have a bomb. I'm calling you from the air phone."

[REDACTED] then asked, "Who are they Mark?" BINGHAM was distracted and did not answer. [REDACTED] was not sure if [REDACTED] had heard the question. There was an interruption for approximately five seconds. BINGHAM then stated to his mother, "You've got to believe me. It's true."

[REDACTED] responded, "I do believe you Mark. Who are they?" There was another approximate five-second pause, similar to the first, wherein [REDACTED] heard activity and voices in the background. People were murmuring. There were no screams. [REDACTED] got the impression that [REDACTED] distracted because someone was speaking to him. Then the phone went dead.

[REDACTED] estimated that [REDACTED] was on the telephone line for a total of three minutes: roughly a minute and a half with [REDACTED] (including the time it took her to get [REDACTED] on the line), about 30 seconds with [REDACTED] and about a minute with [REDACTED]. The call originated at about 6:40 or 6:45 a.m., Pacific Daylight Time, and lasted roughly three minutes. [REDACTED] noted that while the times were estimates, her account of the conversation was nearly verbatim. Throughout the entire call, [REDACTED] sounded calm, controlled, matter-of-fact, and focused.

After getting off the phone, [REDACTED] dialed 911 to report what had occurred. She was patched through to the San Francisco Division of the Federal Bureau of Investigation (FBI), where she spoke with Special Agent (SA) [REDACTED]. Two FBI Agents were subsequently sent to [REDACTED] house. Shortly thereafter, [REDACTED] and her family saw televised reports that United Flight 93 had crashed.

BINGHAM was traveling on business to establish a new office on the East Coast for his California-based Public Relations firm. [REDACTED] [REDACTED] expecting his return to San Francisco on September 14, 2001,

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Continuation of FD-302 of

[REDACTED]

, On 09/17/01

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but was not surprised to learn he was returning on the 11th instead.  
In this respect, [REDACTED] maintained a fluid  
schedule and was a frequent-flyer.

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09/11/2001

LISA JEFFERSON, GTE Airphone Customer Service  
Representative, 2809 Butterfield Road, Oak Brook, Illinois, work  
phone number [REDACTED] was interviewed [REDACTED]  
[REDACTED] at her residence, [REDACTED]

[REDACTED] After being advised of the agent's identity and the  
nature of the interview, JEFFERSON provided the following  
information:

JEFFERSON received a phone call at approximately 8:45 a.m.  
Central time, September 11, 2001 from an individual aboard a  
commercial airliner. The caller identified himself as TODD BEAMER of  
Cranberry, New Jersey, a passenger aboard United Airlines (UAL)  
Flight 93 to San Francisco, departing at 8:00 a.m. Eastern time and  
landing 11:14 a.m. Pacific time. BEAMER called to state that the  
airplane was about to be hijacked. He stated that three  
individuals, two wielding knives, the third with a bomb strapped to  
his waist with a red belt, were preparing to take control of the  
flight.

JEFFERSON estimated that she spoke to BEAMER for seven  
minutes before the two hijackers armed with knives entered the  
cockpit, securing the door behind them. The third hijacker with  
the bomb remained in the main cabin with the passengers after closing  
the privacy curtain between First Class and Economy Class. BEAMER  
stated that after a short period, the aircraft maneuvered erratically  
and continued to do so. He stated that the aircraft was turning  
around. JEFFERSON noted that the call had an unusually low amount of  
background noise.

JEFFERSON continued her conversation with BEAMER for  
another eight minutes. During this time she could hear screams,  
prayers, exclamations, and talk of subduing the hijackers. At no  
time did she hear any discernable language other than English. At  
approximately 9:00 a.m. Central time, BEAMER said that the passengers  
were about to attack the hijackers.

09/11/2001

Chicago, Illinois

(telephonically)

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09/11/2001

SA [REDACTED]

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Lisa Jefferson

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Her last exchange with BEAMER, in which he asked JEFFERSON to call [REDACTED] [REDACTED] to tell them that he loved them, occurred at 9:00 a.m. Central time. Next, JEFFERSON heard another passenger give the go-ahead to make their move. After that point, she heard nothing. She kept the connection open for another twenty minutes without hearing anything, at which time she disconnected the call. During the call, tracking equipment indicated that the call was being serviced by a Pittsburgh transceiver, indicating that the aircraft was in that service area.

Approximately five minutes later, JEFFERSON received a call from [REDACTED] LNU of Verizon Quality Control for residential service. [REDACTED] indicated that a passenger, JEREMY LNU, aboard UAL 93 was currently phoning his in-laws via an airphone. The in-laws contacted Verizon while remaining in contact with JEREMY. For some reason, Verizon contacted GTE Airphone during this call with JEREMY's [REDACTED] JEFFERSON could not hear JEREMY via this chain of calls. JEFFERSON received information second hand about the conversation between JEREMY and [REDACTED] via the Verizon employee. JEFFERSON estimates that this call came at 9:30 a.m. Central time. Conversation with Verizon continued until approximately 9:43 a.m. at which time the connection with the airphone ended.

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09/11/01

DEENA LYNNE BURNETT, [REDACTED] was  
contacted at her residence, [REDACTED]

[REDACTED] After having been advised of the identity of the interviewing agents and nature of the interview she provided the following information:

Starting at approximately 6:30 a.m. (PST) BURNETT received a series of three to five cellular phone calls from her husband, THOMAS EDWARD BURNETT, JR. THOMAS BURNETT was talking quietly and told his wife that the flight he was on had been hijacked. He advised her he was on United Airlines flight 93 from Newark, New Jersey to San Francisco, California. THOMAS BURNETT instructed his wife to call the authorities and advise them that the plane had been hijacked. The hijackers claimed to have a bomb. He also told his wife that a passenger had been knifed.

Approximately ten minutes later DEENA BURNETT received another call from her husband, THOMAS BURNETT. THOMAS BURNETT was speaking in a quiet voice and asked his wife if she had heard about any other planes. DEENA BURNETT advised her husband that two planes had flown into the World Trade Center. THOMAS BURNETT asked if they were commercial planes. DEENA BURNETT responded that the planes were unidentified at the time. DEENA BURNETT stated it seemed that her husband knew other flights had crashed into the World Trade Center, although this was never specifically brought up. THOMAS BURNETT mentioned during this conversation that the hijackers were talking about flying the plane into the ground, location not specified.

Approximately five minutes later she received another cell phone call from her husband. BURNETT was able to determine that her husband was using his own cellular telephone because the caller identification showed his number, [REDACTED] Only one of the calls did not show on the caller identification as she was on the line with another call. THOMAS BURNETT advised his wife in this call that the passenger that had been knifed had died. He told her "they" were in the cockpit. She asked her husband to sit still. THOMAS

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09/11/01 San Ramon, CA

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SA [REDACTED] /plr  
SA [REDACTED] Jr.

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DEENA LYNNE BURNETT

09/11/01

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BURNETT asked his wife, who previously worked in the airline industry, what was the probability of a bomb being on board the plane. DEENA did not respond and THOMAS BURNETT stated he did not think they had a bomb because he did not see one; only knives. THOMAS BURNETT then told his wife "we are turning toward the World Trade Center, no we are turning away." BURNETT then told his wife "I have to go" and hung up the phone.

During the last call to his wife BURNETT told her "a group of us are getting ready to do something" and he may not speak to her again.

DEENA BURNETT advised that her husband, other than referring to the hijackers in the plural, never provided any descriptive data regarding the hijackers. She never noted any background noise other than what one would normally expect on an airplane. DEENA BURNETT noted that her husband usually flew first class. In closing she noted that her husband was a former college football player and very intelligent. If he concluded he was going to die he would not sit there, he would take action.

THOMAS EDWARD BURNETT, date of birth May 29, 1963, was the Chief Operating Officer for Thoratec Corporation, 6035 Stoneridge Drive, Pleasanton, California 94588, (925) 735-0155.

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## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/11/2001

[redacted]  
[redacted] was contacted telephonically by the interviewing Special Agent. After being advised of the identity of the interviewing Special Agent and the nature of the interview, [redacted] provided the following information:

[redacted] was a telecommunications officer at the Department of Public Safety, 40 North Pennsylvania Avenue, Greensburg, Pennsylvania, 15601, telephone number [redacted]. He received an emergency telephone call on the cell phone line at approximately 9:57 a.m. on 09/11/2001. The caller identified himself as ED WHART (phonetic), a passenger on United Airlines flight number 93 bound from Newark, New Jersey to San Francisco, California. The airplane was a 757. [redacted] believed WHART stated that the plane was loaded with numerous passengers.

WHART, who was locked in the bathroom, stated that the passengers needed help immediately. He repeated several times that the plane was being hijacked.

The duration of the telephone call was less than five minutes before the line disconnected. [redacted] believed the authenticity of the telephone call because of WHART's tone of voice. WHART identified his cell phone number as [redacted].

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Investigation on 09/11/2001 at Charleroi, Pennsylvania (telephonically)

File # 265A-NY-280350-302

Date dictated 09/11/2001

by SA [redacted]

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09/12/2001

The following pertains to lead control number SF157.

[REDACTED]  
[REDACTED] was advised of the identity of  
the interviewing Agents and the purpose of the interview.

[REDACTED]  
On September 11, 2001, LAUREN GRANDCOLAS (LAUREN), [REDACTED]  
[REDACTED], was originally scheduled to fly on a  
United Airlines flight leaving Newark, New Jersey at 9:20 a.m.  
Eastern Standard Time to San Francisco, California. [REDACTED]  
[REDACTED] called him at his residence on two occasions during the  
morning of September 11, 2001, and left messages on the answering  
machine, which were stored digitally. [REDACTED] did not take the calls  
personally because he was asleep at his residence. [REDACTED] he  
would play the messages for the Agents; however, the messages were so  
personal in their substance that he was extremely concerned about his  
own [REDACTED] privacy and did not want the recordings to be  
made public. [REDACTED] played the two conversations.

The first message was left at approximately 4:30 a.m.,  
Pacific Standard Time prior to boarding United Airline (UA) Flight  
93. LAUREN'S message was that she arrived at the airport earlier  
than expected and was able to get on UA Flight 93, enabling her to  
return to San Francisco early.

The second message was left on the answering machine at  
approximately 6:00 a.m., Pacific Standard Time. [REDACTED]  
LAUREN owned a cellular telephone but he was not sure which cellular  
telephone she was using. LAUREN'S message indicated that there were  
problems on the flight (Flight 93) but she reassured him that  
everything was alright. Her voice was very calm and there were no  
audible background noises. LAUREN told [REDACTED] numerous times in the  
message that she loved him. LAUREN also told [REDACTED] to advise her  
family that she loved them. LAUREN then told [REDACTED] goodbye and the

09/11/2001 San Rafael, CA

265D-NY-280350-SF  
Special Agent  
Special Agent [REDACTED]

09/12/2001

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[REDACTED] 09/11/2001

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call ended.

In LAUREN'S second message, there was no mention of a hijacking, any descriptive information about the hijackers or weapons used.

[REDACTED] he wanted to help the investigation but at this time he did not want the FBI to record the digital messages because he wanted to talk to LAUREN'S relatives concerning privacy issues. [REDACTED] he would record the messages to preserve them if and when he decided to turn them over to the authorities.

265A-WF-222811  
265D-HQ-1348101  
265A-NY-280350-IN  
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On September 12, 2001, at approximately 12:53 am, WFO received information from the San Francisco Field Office regarding telephone numbers called from United Airlines Flights 93 and 175. One DC metropolitan area telephone number, [REDACTED] was identified.

Subscriber information from Verizon Incorporated, Corporate Security, indicated that telephone number [REDACTED] is subscribed to [REDACTED]

[REDACTED] A search of Automated Case Support [REDACTED]

[REDACTED] was negative.

On September 12, 2001, WFO agents contacted [REDACTED]

[REDACTED] at the aforementioned address. [REDACTED] advised that she received a call from [REDACTED]

[REDACTED] HONOR ELIZABETH WAINIO, from aboard United Airlines Flight 93 at approximately 10:00 am on September 11, 2001. Immediately after the telephone call with [REDACTED]

[REDACTED] called 911. Shortly thereafter, she was interviewed by SA [REDACTED]

[REDACTED] and SA [REDACTED] from the Baltimore Field Office.

Details of the interview with [REDACTED] on September 12, 2001, have been documented on an FD-302.

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## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

[redacted]  
[redacted] was contacted regarding an Airfone telephone call received from United Airlines Flight 93, on September 11, 2001, to her residence [redacted]. Also present during the interview was [redacted]. After being advised of the identities of the interviewing agents and the nature of the interview, [redacted] voluntarily provided the following information:

[redacted] received a telephone call at approximately 10:00am on September 11, 2001, from [redacted] HONOR ELIZABETH WAINIO, date of birth 10/8/73. HONOR WAINIO was aboard United Airlines Flight 93, and told [redacted] that the flight had been hijacked. After several minutes of personal conversation regarding her fate, HONOR WAINIO told [redacted] "they're going into the cockpit." Immediately thereafter, the telephone call terminated. HONOR WAINIO did not provide any other pertinent information regarding the hijackers.

[redacted] also provided HONOR WAINIO's address [redacted]  
[redacted]  
[redacted]

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Investigation on 9/12/01 at Catonsville, Maryland

265A-WF-222811

File # 265D-NY-280350, 265D-HQ-1348101

Date dictated NA

by SA [redacted]  
SA [redacted]

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## FEDERAL BUREAU OF INVESTIGATION

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Date of transcription 09/12/2001

Lead Control Number CE40

PHILIP G. BRADSHAW, [REDACTED]

[REDACTED] employed  
as a Pilot for U.S. Airways, [REDACTED][REDACTED] was interviewed by SSRA [REDACTED] and SA [REDACTED]  
[REDACTED] at his residence. After being advised of the identities of  
the interviewing agents, and the nature of the interview, BRADSHAW  
provided the following information concerning his telephone  
conversation with his now deceased wife while aboard United Flight 93.

BRADSHAW advised that on September 11, 2001, his wife, SANDRA  
BRADSHAW, was aboard United Flight 93 as a stewardess. Between the  
time of 9:30 a.m. to 10:00 a.m., BRADSHAW received a telephone call  
from her at their residence [REDACTED] SANDRA  
BRADSHAW asked her husband if he was aware of what was going on.  
BRADSHAW responded he was watching television and was aware. SANDRA  
BRADSHAW then advised her airplane had also been hijacked.

SANDRA BRADSHAW informed her husband that three hijackers  
were on the airplane. All were sitting at the front of the plane and  
possessed knives. SANDRA was able to observe one of the hijackers who  
was sitting at the back of first class. She observed this individual  
from behind and described him as being a little guy with light dark  
skin, who looked Islamic. SANDRA also informed her husband the  
hijackers had placed red bands on their heads and were at the front of  
the airplane. BRADSHAW stated he took his wife's description of red  
bands to mean red bandannas.

SANDRA and 27 passengers were at the back of the airplane  
while she was calling her husband. During her call, SANDRA assumed the  
airplane crew was still in the cockpit and in control, however, the  
three hijackers were also at the front of the plane. SANDRA's view was  
obstructed by the first class curtain, which prevented her from clearly  
seeing all the hijackers. SANDRA informed her husband the passengers  
at the back of the plane were discussing how to overpower the three  
hijackers. The suggestion was made to take scalding water from the

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DATE 12-14-2006 BY 60324 AUC/BAW/CPE/YMW

Investigation on 09/12/01 at Greensboro, NC

File # 265D-NY-280350-CE

Date dictated 09/12/01

by SA [REDACTED]  
SSRA [REDACTED] DDA:jgb

265D-CE-280350-CE

Continuation of FD-302 of Philip G. Bradshaw, On 09/12/01, Page 2

lavatories, pitch it on the hijackers and jump them. SANDRA then informed her husband that everyone was running to first class and she had to go. At this point SANDRA hung up and BRADSHAW never heard from his wife again.

BRADSHAW believes SANDRA was calling him from a GTE telephone which was mounted on the back of an airplane seat. The connection was not good, and thus BRADSHAW could not hear any background conversations or noise. Mostly, BRADSHAW heard air noise. BRADSHAW estimated the call from SANDRA lasted five to ten minutes in length, and included discussions between them about their family. During the conversation, SANDRA also mentioned the plane had turned back and they were currently located over a big river.

Following his conversation with his wife, BRADSHAW immediately called United Airlines in Newark, New Jersey, and informed them of his conversation with his wife. Later, BRADSHAW also spoke to FBI Chicago Special Agent [REDACTED] (phonetic).

BRADSHAW expressed a willingness to meet with the FBI again if the need arose.

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DATE 12-14-2006 BY 60324 AUC/BAW/CPB/YMW

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9/11/01

Reference Lead Control Number SF162

[REDACTED]  
[REDACTED] was interviewed at his place of employment, United Airlines (UAL), San Francisco International Airport, telephone number 650/634-5400. After being advised of the identity of the interviewing agents and the nature of the interview, he provided the following information:

On 9/11/01 at approximately 6:40 am, [REDACTED] an UAL System Aircraft Maintenance Controller, took control of a phone call by an unidentified female flight attendant of UAL flight 93 initially received [REDACTED] [REDACTED] was on the phone with the attendant for only a couple of minutes. The female flight attendant said that two male hijackers who had knives were onboard, one of which was in the first class section of the plane and the other was possibly in the cockpit. The first class section was secured, no passengers were able to leave or gain entrance to the first class seating area.

[REDACTED] provided a hand written statement to the interviewing agents, the statement reads as follows:

"I was called over to the STARFIX Desk at approximately 0640 PST. STARFIX informed me a flight attendant was on the line from Flight 93 and it was being hi-jacked. I took over the call and the flight attendant reported two men with knives are onboard. One man in the flight station and one man at first class. One man attacked a flight attendant but no passengers or crew were hurt. I asked the condition of the aircraft, she said a few small dives but OK. Then I lost contact."

At approximately 7:23 am, [REDACTED] received information from [REDACTED] of Airphone, Oakbrook, Illinois, [REDACTED] that a passenger from UAL Flight 93 had called Airphone. At 7:30 am, [REDACTED] informed [REDACTED] that the passenger relayed

9/11/01

San Francisco, California

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9/11/01

SA [REDACTED] /dwc,

SA [REDACTED]

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[REDACTED] 9/11/01

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information that there were three males who have bombs, knives, and at present no injuries. At this time UAL Flight 93 was flying over Pennsylvania and the hijackers had taken over the aircraft. [REDACTED] had no further identifiable information to provide on weapons or explosives used.

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9/11/01

Reference Lead Control Number SF162

[REDACTED]  
[REDACTED]  
[REDACTED] was interviewed at his place of employment, United Airlines, San Francisco International Airport, telephone number 650/634-5400. After being advised of the identity of the interviewing agents and the nature of the interview, he provided the following information:

On 9/11/01 shortly after 6:00 am pacific time, [REDACTED] a STARFIX Technician received a call through the STARFIX phone system from a female flight attendant of United Airlines(UAL) Flight 93, Aircraft 5491. The unidentified female flight attendant told [REDACTED] that the plane had been hijacked. [REDACTED] told the Flight attendant to remain calm and that they were aware of the situation.

[REDACTED] provided a hand written statement to the interviewing agents, the statement reads as follows:

"While answering calls from the STARFIX station, I was contacted by a female flight attendant. She spoke to me in a hurried and scared voice. I was informed that she was on Flight 93, Aircraft 5491. She said that the plane was being hi-jacked. The hi-jackers were in the cabin and Flight deck. I informed her that we had run into similar problems and were aware of her situation. I told her to remain on the line and I was going to transfer her call directly to my shift manager. His phone line showed busy on the monitor screen, so I then spoke directly with the 757 controller across the divider. We called across the room and were able to contact a manager who then came to the STARFIX table. He took over the call to Flight 93. All specific information regarding where the hi-jackers were on the aircraft and how the aircraft was flying, were then taken. This information was then taken directly to the crisis center. All information was passed on to the people monitoring the events."

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9/11/01 San Francisco, California

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9/11/01

SA [REDACTED] /dwc, SA [REDACTED]

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[REDACTED]  
[REDACTED] was the manager who had taken over the phone call from the female flight attendant of UAL Flight 93. Information was received that everyone was removed from first class seating and that the hijackers had knives and were in the cockpit. [REDACTED] had no further identifiable information of weapons used.

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FEDERAL BUREAU OF INVESTIGATION

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Date of transcription 09/19/2001

[redacted]  
[redacted] was telephonically contacted at his place of employment, Westmoreland County, Pennsylvania, Department of Public Safety, 40 North Pennsylvania Avenue, Greensburg, PA, [redacted]  
[redacted]

After being advised of the identity of the interviewing Agent and the nature of the interview, [redacted] provided the following information:

He is currently employed [redacted] with the Westmoreland County, Pennsylvania, Department of Public Safety, at the Westmoreland County 911 Center, and has been employed at the Department of Public Safety for the past ten years.

On Tuesday, September 11, 2001, he was on duty at approximately 9:58 a.m., along with [redacted]  
[redacted] At that time, individuals employed there were watching the events surrounding the World Trade Center disaster on television.

At approximately 9:58 a.m., [redacted] answered a call that came in on Line 1103, which is a line at the Emergency Center for incoming cell phone calls.

His attention was directed to the call answered [redacted] when he heard [redacted] state, "You are what hijacked?" At that point in time, he immediately picked up on another phone at the Center referred to as a "spy phone" at which time he heard a male caller who identified himself as ED WART, [redacted] speaking. The individual, who identified himself as WART, was talking in a low-tone voice yet in listening to him his voice was one filled with terror.

The caller advised hysterically that he was locked in the bathroom of United Flight #93, a 757 jet with lots of passengers, which was en route to San Francisco from Newark. He heard the caller repeat several times to [redacted] that the aircraft was being hijacked, that he believed the aircraft was going down, and that some sort of explosion

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Investigation on 09/12/01 at PITTSBURGH, PA (telephonically)

File # 265D-NY-280350-302

Date dictated 09/19/01

by SA [redacted]/akb

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Continuation of FD-302 of [REDACTED]

, On 09/12/01, Page 2

had occurred aboard the aircraft. The male caller also stated that there was white smoke somewhere on the plane.

During the conversation he heard between the male caller and [REDACTED] the male caller did not indicate whether he was located in the front or rear bathroom of the aircraft nor did he say anything about the number of hijackers on board the flight, their race, or their sex. The caller made no statements regarding any weapons that the hijacker(s) had in their possession and made no statement regarding any bombs other than the fact that he had heard some sort of explosion aboard the aircraft.

The cell phone call received from the individual, who identified himself as ED WART, contained static but the phone call itself was constant in that he [REDACTED] could hear it as it transpired.

Based on what he heard, he immediately got off of the phone and advised the [REDACTED] present at the time, identified as [REDACTED] of the facts and that the aircraft was possibly going down. Other individuals located in the Emergency 911 Center were instructed to notify the FAA and the FBI, and he notified [REDACTED] [REDACTED] Westmoreland County 911, of what was transpiring.

He advised that at approximately the same time as the cell phone call was received, the Westmoreland County 911 Center received a telephone call from an individual identified as [REDACTED] who resides in Acme, PA, (Mt. Pleasant Township). [REDACTED] advised that he had observed a large plane heading in a northeast direction and that the plane was banking left and right. Based on where [REDACTED] advised he was located, and the path of flight indicated by [REDACTED] Somerset County 911 Center was notified of such, and that an aircraft might be going down.

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/14/2001

[redacted] was interviewed telephonically. After being advised of the identity of the interviewing agent and the nature of the interview, he provided the following information:

[redacted] was asked by the interviewing agent when would be good time for agents to interview [redacted] about [redacted] JOSEPH DELUCA. [redacted] stated to call back at 10:00 am on 9/14/01 to set up a time which was convenient for [redacted] placing JOSEPH DELUCA's affairs in order.

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Investigation on 09/13/01 at Greenwood Lake, NY (telephonically)

File # 265A-NY-280350

Date dictated

by SA [redacted]

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DATE 12-14-2006 BY 60324 AUC/BAW/CPB/YMW

This pertains to lead control number SF 157.

The following investigation was conducted by Special Agent  
(SA) [redacted] on September 14, 2001:

AT SAN FRANCISCO, CALIFORNIA

SA [redacted] telephoned [redacted]  
[redacted] to determine if he  
had decided to allow the Federal Bureau of Investigation (FBI) to  
record [redacted] (LAUREN GRANDCOLAS) message on his answering  
machine, which occurred on September 11, 2001, while she traveled on  
American Airlines Flight 93 from Newark to San Francisco. The person  
that answered the telephone was [redacted]  
According to [redacted]  
[redacted] he did not want to speak to the FBI. SA [redacted] advised  
[redacted] about the reason why he was calling. [redacted] took SA [redacted]  
telephone number and promised a return call.

Shortly thereafter, SA [redacted] received a telephone call  
from [redacted] LAUREN GRANDCOLAS.  
[redacted]  
mentioned that because [redacted] messages were so personal to  
her family [redacted] decided they did not  
want the FBI to record the message because it could possibly be  
released to the public if the case went to trial.

SA [redacted] mentioned to [redacted] that a San Francisco  
Chronicle news column written on September 12, 2001, indicated that  
JACK GRANDCOLAS told reporters that his wife's message on the  
answering machine was as follows: "We have been hijacked, they are  
being kind. I love you." [redacted] in the recent days  
since LAUREN was killed in the airline accident, reporters had been  
[redacted]  
comment. The press became so intrusive that the police had to be  
called. Therefore, [redacted] a press release concerning LAUREN,  
which JACK read to the press on September 12, 2001. [redacted]  
[redacted] press release there was no mention that LAUREN stated in  
her message, "We have been hijacked." [redacted] on the  
answering machine message, LAUREN did not mention anything about a  
hijacking, therefore, the reporter's story was inaccurate. The



newspaper article is attached to this insert.

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09/25/2001

The following pertains to lead control number SF 2442.

[redacted]  
[redacted] was advised of the identity of  
the interviewing Agent and the purpose of the interview.

[redacted]  
The following information pertains to [redacted]  
LAUREN GRANDCOLAS, who was killed in the crash of United Airlines  
Flight 93 on September 11, 2001.

True Name: LAUREN ANN GRANDCOLAS

Maiden Name: LAUREN ANN CATUZZI

Date of Birth: August 31, 1963

Social Security: 024-44-8807

Last Known Address: [redacted]

Telephone Number: [redacted]

Addresses Outside  
of the United States: None

Occupation: Marketing Department at Good  
Housekeeping Magazine, San  
Francisco, California.

Security Clearances: None

Military Service: None

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DATE 12-14-2006 BY 60324 AUC/BAW/CPB/YMW

09/25/2001 San Rafael, CA

265A-NY-280350-302

09/25/2001

Special Agent [redacted] mly

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Reason For Travel: Traveled from San Francisco to Newark, New Jersey to attend grandmother's funeral. Flight 93 was the return trip to the Bay Area.

Luggage Information: One Green duffle bag (Carry-on item)  
One purse

Method of Payment: Credit Card

Last Contact: LAUREN GRANDCOLAS left a message on  telephone answering machine at approximately 6:00 a.m., Pacific Standard Time on September 11, 2001.

Ethnicity: Caucasian

Pertaining to  
next of Kin:

Address:

Telephone Number:

Second Home:



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Victim Witness brochures were provided to

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## FEDERAL BUREAU OF INVESTIGATION

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HEREIN IS UNCLASSIFIED  
DATE 12-14-2006 BY 60324 AUC/BAW/CPB/YMW

Date of transcription 09/11/2001

On September 11, 2001, at approximately 8:45 AM, Special Agent (SA) [redacted] received a telephone call from [redacted] employed by GTE AIRFONE, 2809 Butterfield Road, Oak Brook, Illinois. [redacted] thereafter provided the following information:

[redacted] he was relaying information from GTE AIRFONE employee [redacted] who was currently talking to a passenger on UNITED AIRLINES (UA) Flight 93, which had left Newark, New Jersey at 8:00 AM and was traveling to San Francisco, California. This passenger identified himself as TODD BEAMER, from Cranberry, New Jersey and he told [redacted] his flight had been hijacked by three Arab individuals. Two of the individuals were described by BEAMER as having knives, and the third had a bomb strapped to him. BEAMER was apparently sitting next to a flight attendant, who was relaying information to BEAMER. [redacted] further advised that BEAMER stated the hijacker seemed to be aware of the fact that he was on the telephone, but that they did not seem to care.

[redacted] advised his office was trying to patch BEAMER's phone call to SA [redacted] but GTE AIRFONE employees could not accomplish this task immediately. [redacted] further advised his office did not have the capability to record BEAMER's conversation. [redacted] then [redacted] was no longer talking to BEAMER, and that it appeared to her that BEAMER may have placed the phone on a seat or in the magazine pocket. [redacted] that she could not hear any discernible conversations in the background.

At 9:03 AM, [redacted] he believed the telephone call had been disconnected. It was at this time that [redacted] the call had been received at GTE AIRFONE's Oak Brook, Illinois office via a cell relay near Pittsburgh, Pennsylvania.

At 9:11 AM, [redacted] advise the call had not disconnected, and that the phone might be in the seat pocket.

At approximately 9:15 AM, [redacted] he was putting [redacted] on the phone, and that a patch of BEAMER's phone call to SA [redacted] was ready. Instead of patching BEAMER's call, a party line call ensued, in which [redacted] of the NEW YORK STATE POLICE,

Investigation on 09/11/2001 at Chicago, Illinois (telephonically)

File # 265D-NY-280350

Date dictated 09/11/2001

by SA [redacted] BGM:bgm

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, On 09/11/2001 , Page 2

The following individuals can be contacted at the below listed numbers:

[illegible]

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## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/11/2001

[redacted]  
[redacted] was advised of the identity of the interviewing agent and the purpose of the interview. [redacted] then provided the following information:

Customer service representative [redacted] took an airphone call this morning from TODD BEAMER, aboard United Airlines Flight 93. The call was then turned over to her [redacted]. [redacted] took notes of their conversations, which were turned over to the interviewing agent. [redacted] also typed out a summary of the events, which was turned over to the interviewing agent. During one of the BEAMER conversations, [redacted] a "print screen" to document BEAMER'S credit card number. This printout was also turned over to the interviewing agent.

[redacted] Network Operations, put together spreadsheets containing all the cellular calls made from United Airlines (UA) flights 93 and 175 on today's date. The information was derived from GTE ACIS, their billing system. They first compiled all the calls originating from UA 757s. The calls from the flights in question were then extracted and listed separately on the spreadsheets.

Each call is listed on a separate row. The information on the second and third pages relates to the corresponding call on the first page. The times listed under the page one column "CALL DIAL TIME" are believed to be noted in the time zone of the originating caller, eastern standard time. The telephone numbers dialed from the airphone are noted under the page one columns "COUNTRY DIAL NUM", "NPA CITY CODE", "NNX", and "PHONE LINE." The page one column "CUSTOMER\_ROLE\_BIL" denotes the method of payment for the call. If that column shows the word "CARD," the corresponding credit card is listed eight columns to the right, under the heading "SCP\_CARD\_ID." The page one column CCS.NAME11CHR(95)11CCS.NA denotes the callers' name if that person is already in their billing system. Under the page one column "ANSWER\_STATUS", the number 0 indicates no answer and the number 1 indicates the call was answered. Under the

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Investigation on 9/11/2001 at Oakbrook, IL

File # 265A-NY-280350

Date dictated 9/11/2001

by SA [redacted]:dm

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page one column heading "TERMINATION TYPE," the number 0 indicates a normal termination and the number 1 indicates an abnormal termination. An abnormal termination could be caused by a loss of signal, a sharp turn by the airplane, or the airplane moving out of range. Under the page one column heading "TERMINATION\_DIRECTION", the number 0 indicates the call was terminated in the air and the number 1 indicates the call was terminated on the ground.

Under the page two column heading "TERMINATION\_REASON\_CODE", the number 0 indicates a normal termination. The number 22 indicates invalid data, while the number 24 indicates the credit card was denied. Under the page two column "LANGUAGE\_IND", the number 1 indicates the call was in English. The page two column "DISTRIBUTION\_UNIT" is short for cabin distribution unit (CDU). Most 757s have two CDUs per airplane. Usually the CDUs are located in the rear of the airplane. Each airplane handset is connected to one of the CDUs. The page two column heading "TERMINAL\_UNIT" represents the particular unit number assigned to each airphone. The lower the number, the farther the unit is physically located from the CDU. The page two column heading "CITY" lists the cellsite location from which the call originated. The page two column heading "NUM\_OF\_HANDOFFS" notes the number of times a call was transferred to a different cellsite.

The page three column heading "SCP\_DURATION" denotes the length of the call in seconds.

provided a paper copy of each spreadsheet to the interviewing agent, as well as a copy on a 3.5 inch diskette under Microsoft Excel 97.

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## FEDERAL BUREAU OF INVESTIGATION

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[redacted] and was advised of the identity of the interviewing agents and the purpose of the interview. [redacted] provided the following information regarding TODD BEAMER's [redacted] telephone conversation with GTE Airfone Operator, [redacted] during the hijacking of United Airlines (UAL) Flight #93 from Newark to San Francisco:

[redacted] did not speak with [redacted] TODD BEAMER, during the hijacking. On or about 9/14/01 UAL employee, [redacted] (Phonetic), called [redacted] with the information that UAL had received information that, [redacted] had spoken to TODD BEAMER during the hijacking of Flight #93. [redacted] was provided with a copy of a synopsis of that conversation [redacted] (copy of the same in 1A). [redacted] arranged to speak with [redacted] on 9/15/01. [redacted] taped the conversation between herself and [redacted] and has agreed to provide the FBI with a copy of the conversation at a later date. [redacted] that her conversation with Mr. BEAMER took place at 8:45 a.m. central standard time. Mr. BEAMER remained calm during their conversation. Mr. BEAMER was sitting next to a flight attendant during this conversation who may have provided Mr. BEAMER with some of the information about the events in first class. Mr. BEAMER told [redacted] that the captain and copilot were lying on the floor of the first class section of the aircraft possibly injured or dead. Mr. BEAMER related that there were three hijackers whose nationalities were unknown. One hijacker alleged to have a bomb device strapped to his waist by a red belt and remained in the first class section of the aircraft while the other two hijackers entered the cockpit of the plane and closed the door behind them. The hijackers were armed with knives. The hijacker's closed the curtain between first class and coach. Mr. BEAMER related that there were ten passengers in first class and twenty-seven passengers in the back of the plane. Those in the rear of the plane were not being monitored by the hijackers. Mr. BEAMER relayed that the plane was going up and down and had turned or changed direction. Though Mr. BEAMER was calm throughout this ordeal, his voice raised when he described the gyrations of the plane. Mr. BEAMER asked [redacted] if she knew what the hijackers wanted. He suggested that perhaps they wanted ransom or money. Mrs. BEAMER believes that Mr. BEAMER thought he

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Investigation on 9/22/01

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Date dictated

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may be able to negotiate with hijackers because of his sales experience. \_\_\_\_\_ did not give Mr. BEAMER any information about the other hijacking incidents. \_\_\_\_\_ told \_\_\_\_\_ about his family and requested she convey a personal message to his \_\_\_\_\_ Mr. BEAMER told \_\_\_\_\_ that he and some other passengers were planning something and he was going to place the phone down. \_\_\_\_\_ she heard "Are you guys ready?" and "Let's roll!" \_\_\_\_\_ attributes the statement "Let's roll!" to \_\_\_\_\_ TODD BEAMER. \_\_\_\_\_ stated that she heard screaming and then silence about 9:00 a.m. \_\_\_\_\_ stayed on the phone until she learned that Flight #93 had crashed.

\_\_\_\_\_ stated that on 9/11/01 \_\_\_\_\_ around 10:00 a.m. but when \_\_\_\_\_ was no connection. She believes Mr. BEAMER may have tried to \_\_\_\_\_ that Mr. BEAMER did not \_\_\_\_\_ during the hijacking to \_\_\_\_\_ stated that Mr. BEAMER had a cellular telephone with him cellular telephone number \_\_\_\_\_ Verizon carrier.



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